

Statement of Work

The Blue Ridge Regional 9-1-1 Group requests the project management vendor conduct the following tasks:

Phase I

1. Assess the ability of the PSAP's customer premise equipment (CPE) to support both the CAS and NCAS solution for wireless E-911 Phase I. Make recommendations for upgrade, if necessary.
2. Make initial contact with the 9-1-1 service provider (typically the LEC) and determine the readiness of the 9-1-1 selective router and ALI database.
3. Draft the Phase I request letters for each wireless service provider (WSP) doing business in the PSAP service area. Send copies of the requests to the 9-1-1 service provider and Wireless E-911 Services Board.
4. Draft a cost recovery funding request to the Wireless E-911 Services Board.
5. Coordinate review of service agreements or NDAs, if necessary.
6. Recommend appropriate number of wireless 9-1-1 trunks between the selective router and PSAP. Once the PSAP manager approves the quantity, coordinate ordering of the PSAP trunks.
7. Organize and facilitate (if necessary) an initial planning meeting between all stakeholders (PSAPs, 9-1-1 service providers, WSPs, CPE provider, etc.). The meeting should address service delivery method (CAS/NCAS), default and alternate routing, redundancy/reliability, ALI formats, cell sector naming conventions, identification of key contacts for each stakeholder, testing and cutover procedures, trouble reporting procedures, emergency notification procedures, and a schedule. A face-to-face meeting may not be necessary if the above information can be coordinated in other ways.
8. Coordinate the receipt and approval of cell sector address and routing information using maps and cell site listing provided by the WSP. This task will involve working with all PSAPs in the region and any PSAP that borders one of the regional PSAP to establish the proper routing for each cell site serving the region.
9. Manage the installation of the wireless 9-1-1 trunks and CPE upgrades needed in each PSAP to ensure that all work is completed within the six-month implementation window. Identify any delays and coordinate schedule changes with all stakeholders.
10. Manage the implementation of the Phase I service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis in an approved format.
13. Coordinate/provide training on Phase I call processing for the PSAPs.
14. Coordinate Phase I testing and cutover.
15. Assist PSAP in the preparation of true-up documentation.

Phase II

1. Assess PSAP readiness for Phase II and recommend upgrades as necessary. This assessment should include a determination of readiness as defined in the FCC order as well as a practical assessment of how the PSAPs utilize the longitude and latitude to locate a caller.
2. Make initial contact with the 9-1-1 service provider and determine the readiness of the 9-1-1 selective router and ALI database.
3. Draft the Phase II request letters for each wireless service provider (WSP) doing business in the PSAP service area. Send copies of the requests to the 9-1-1 service provider and Wireless E-911 Services Board.
4. Draft a cost recovery funding request to the Wireless E-911 Services Board.
5. Coordinate review of service agreements or NDAs, if necessary.
6. Identify the Phase II technology solution (TDOA, EOTD, AGPS, etc.) for each WSP and any technical issues that must be addressed with each WSP in order to implement Phase II service.
7. Confirm the new ALI format with the 9-1-1 service provider and PSAP manager and coordinate implementation with all affected systems (CAD, CPE, etc.).
8. Determine if coordinate based routing is available and coordinate approval of routing information.
9. Manage the installation of the PSAP upgrades needed in each PSAP to ensure that all work is completed within the six-month implementation window. Identify any delays and coordinate schedule changes with all stakeholders.
10. Manage the implementation of the Phase II service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis in an approved format.
13. Coordinate/provide training on Phase II call processing for the PSAPs.
14. Coordinate Phase II testing and cutover.
15. Assist PSAP in the preparation of true-up documentation.

Phase I

TASKS															
PSAPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
City of Danville	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Franklin County								X	X	X	X	X	X	X	X
Floyd County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Martinsville/Henry Co	X				X	X	X	X	X	X	X	X	X	X	X
Patrick County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Pittsylvania County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Roanoke County							X	X	X	X	X	X		X	X
Town of Vinton	X				X		X	X	X	X	X	X	X	X	X

Phase II

TASKS															
PSAPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
City of Danville	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Franklin County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Floyd County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Martinsville/Henry Co	X	X				X	X	X		X	X	X	X	X	X
Patrick County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Pittsylvania County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Roanoke County	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Town of Vinton	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

“X” in the box indicates work that needs to be performed or work completed but the PSAP manager desires it to be checked by the Project Manager...

Individual Comments

Franklin Coounty:

All hardware and software in place for Phase I implementation. Technical issues with service carrier (Sprint) has delayed testing and cutover. Only one cellular provider has responded to request letter from PSAP.

Martinsville/Henry County Joint 9-1-1:

Phase I – The Martinsville-Henry County Joint 911 Center is currently Phase I implemented with Alltel, Ntelos, Suncom, and U.S. Cellular. Voice Stream IS WORKING ON THEIR Phase I. Phase I calls from Alltel, Ntelos and Suncom display appropriately on our new MicroDATA mapping system, but U.S. Cellular does not display on mapping.

Phase II - Our PSAP requested Phase II service on September 17, 2001 from Alltel, Devon, Ntelos, Suncom, U.S. Cellular, and Voice Stream. We believe that our PSAP and all of its equipment is 100% Phase II ready. We are waiting on the individual wireless carriers to work with Sprint (our only LEC) to provide Phase II data.

Pittsylvania County:

Pittsylvania County has cut over with a couple of Phase I CMRS, however every box is checked because they would like the consultant to look over the entire system.

Roanoke County Police Dept 9-1-1:

Phase I – Roanoke County is currently receiving Phase 1 from Ntelos, Sprint, Nextel Partners, Triton Suncom, and U.S. Cellular. We expect to cutover Verizon Wireless soon.

Phase II – No progress has been made toward Phase II.

Patrick County:

Phase I – Patrick County sent their letters requesting Phase I to Verizon Wireless and U. S. Cellular in November of 2001. To date, neither WSP has provided Patrick County with a cut-over date. They have been contacted by TCS, representing Verizon Wireless and U.S. Cellular, and advised the cut-over appears to be in the near future, but will not provide a date of implementation.

*Note: Patrick County revised the Matrix from the original submission. Patrick County would like to request a review of all tasks required to implement wireless 911. To date they have not received any commitment from any of the WSP's. They are not sure where they stand at this point.

Town of Vinton:

Phase I – Town of Vinton has requested Phase I service from the Cell Providers and notified the LEC of their intention to become Phase I compliant. The Town of Vinton will require the services of a consultant to perform the rest of the tasks in Phase I and all the tasks of Phase II.